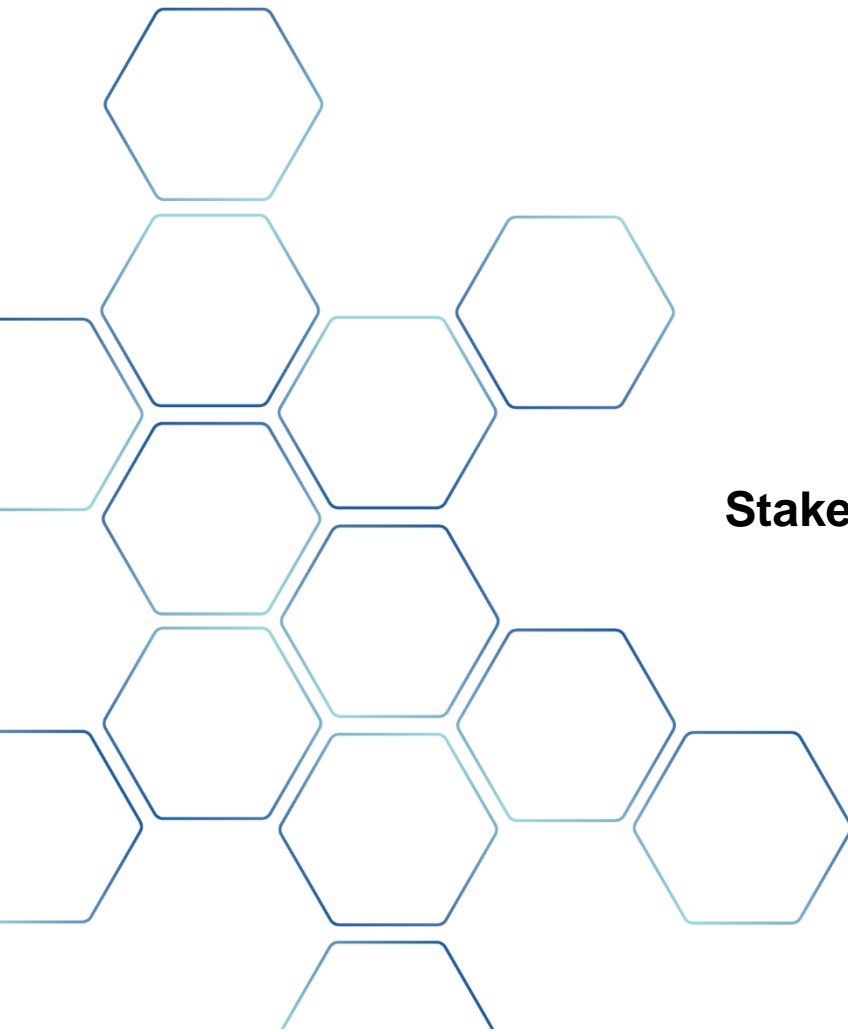




4Sight Holdings Limited
Listed on the JSE



Stakeholder Engagement Policy
Social and Ethics Committee

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A. BACKGROUND

4Sight Holdings Ltd (“**4Sight**” or “**Company**”) engages with internal and external stakeholders across the Company to address key areas of its corporate strategy and operations and to build its relational capital. It ensures that its stakeholder engagement practices actively support business operations, improve risk management, enhance reputation, and build sustained business value.

4Sight’s stakeholders can be categorised as follows:



The foundation to 4Sight’s stakeholder engagement practices is informed by the following principles:

- Inclusivity – The participation of stakeholders in developing and achieving an accountable and strategic response.
- Materiality – Topics and indicators that reflect the organisation’s significant economic, financial, environmental and social impacts or that would substantively influence the assessments and decisions of stakeholders.
- Responsiveness – Responses to stakeholder issues that affect its performance and are realised through communications, decisions, actions and outcomes.

B. DEFINITIONS

The following definitions apply in the Stakeholder Engagement Policy:



- 1 **“Employee”** means all personnel employed by 4Sight either on a fixed term contract or an indefinite contract.

- 2 **“Legitimate needs and interests”** means reasonable and *bona fide* issues that 4Sight can address.

- 3 **“Material Stakeholders”** means persons or groups of people that are significantly affected by 4Sight’s activities, products, and services; and whose actions significantly affect the ability of the Company to successfully implement its strategies and achieve its objectives.

- 4 **“Stakeholder”** means a person or group of persons who are directly or indirectly affected by 4Sight, including those who may have interests in 4Sight’s business activities and/or the ability to influence 4Sight’s business outcomes, either positively or negatively.

- 5 **“Stakeholder engagement”** means 4Sight’s efforts to understand and involve its stakeholders and their legitimate needs and interests in its activities and decision-making processes.

- 6 **“Stakeholder Relationship Owner”** means a 4Sight employee that has been appointed to take responsibility for direct engagement with a specific stakeholder or stakeholder group on behalf of 4Sight.

C. POLICY STATEMENT

This policy adopts the King IV™ ‘apply and explain’ mindful application of the code reinforcing the notion that good corporate governance is a holistic and interrelated set of arrangements to be understood and implemented in an integrated manner.

4Sight is committed to systematic and dynamic stakeholder engagement practices based on its defined values and on its culture charter, “ALL4us”, which outlines the attitudes and behaviours needed to ensure that 4Sight achieves its objectives.

4Sight will promote a culture of engagements that build long-lasting relationships with stakeholders by:

- integrating 4Sight and the stakeholders’ social, economic and environmental interests and/or responsibilities into its business;
- providing open engagements about its strategy, plans, performance, governance and timely access to relevant information;
- providing multiple platforms for the stakeholders to meaningfully engage and provide feedback;
- considering the views and concerns of stakeholders in strategic and operational decision making; and
- respecting the values and cultures of each stakeholder.



D. SCOPE

The Stakeholder Engagement Policy applies to all 4Sight employees and all contractors who interact with its stakeholders on its behalf.

E. OBJECTIVES

The objectives of the Stakeholder Engagement Policy are to:

- build lasting, stable and mutually beneficial relationships with all 4Sight's internal and external stakeholders;
- identify opportunities and threats arising from stakeholders' challenges;
- improve the quality of relationships between 4Sight and its stakeholders;
- continuously monitor, review and improve engagement activities;
- ensure purpose driven engagements for internal alignment, support and collaboration on key strategic objectives;
- build a positive image for 4Sight in order to change the attitudes of stakeholders towards 4Sight; assist 4Sight to be more responsive in dealing with stakeholder issues; and
- assist with sustainable decision-making and improve two-way communication with the identified stakeholders.

F. ROLES AND RESPONSIBILITIES

Roles and responsibilities include the following:

- The board of directors ("**Board**") approve the Stakeholder Engagement Policy and oversee stakeholder relationship management on an on-going basis.
- 4Sight's Executive is responsible and accountable for implementing its Stakeholder Engagement Policy, and they report to the Board on the outcomes of stakeholder engagements, and on the quality of relationships with material stakeholders.
- It is management's responsibility to ensure the Stakeholder Engagement Policy is adhered to in their respective areas of responsibility.

G. ENGAGEMENT APPROACH

A. INTERNAL



1. Board

Engagement Channel

- **Frequency:** Quarterly, ad-hoc (as needed)
- **Vehicles:** WhatsApp, scheduled meetings, telephone calls, e-mails

Key Engagements

- Board and committees meet regularly as prescribed to examine matters within their respective mandates, discuss 4Sight's overall performance, and advance its objectives.
- Deep dive sessions to extensively review specific topics and strategic projects for adequacy and completeness.
- Board workshops on strategic planning, including reviews of the Corporate Plan as well as 4Sight's strategy which incorporates a capital programme and budget.

2. Employees

Engagement Channel

- **Frequency:** Periodically, monthly, ad-hoc
- **Vehicles:** WhatsApp, scheduled meetings, telephone calls and e-mails, face to face, campaigns, e-mails, newsletters, letters, roadshows, workshops, surveys, town hall sessions and innovation hour sessions, channels for employee complaints and whistle blowing

Key Engagements

- Briefings on operational and strategic issues that have an impact on productivity as well as other developments in 4Sight.
- Report on 4Sight's overall performance.
- Raise employee awareness on issues that could impact their safety, health and wellness
- Commemorate events of importance.
- Identify employee pain points and solicit new ideas.
- Utilise the ethics hotline to address bullying and intimidation in the workplace.

Scorecard

- Turnover rate – measured quarterly
- Employee Satisfaction Index – measured annually
- Calls to ethics hotline – measured quarterly
- Absenteeism rate – measured quarterly
- Employee Net Promotor score – measured annually

B. EXTERNAL

1. Shareholders

Engagement Channel



- **Frequency:** Half yearly and annually
- **Vehicles:** Annual General meetings, Special meetings, JSE SENS announcements, Email queries, Annual Integrated Report, Corporate Website

Key Engagements

- Deliver financial results for the half year and full year
- Provide business development updates and report on company performance against expectations
- Share strategic direction and goals

Scorecard

- Shareholder movement – measured quarterly
- Share price – measured quarterly
- Attendance at AGM – measured annually
- Shareholder correspondence activities – measured quarterly

2. Customers

Engagement Channel

- **Frequency:** Periodically, monthly, ad-hoc
- **Vehicles:** Face to Face interactions, Teams meetings, teleconferences, e-mails, letters, workshops, events, surveys, Support Centre

Key Engagements

- Engage with customers to build and improve relations and understand gaps in service offerings.
- Convert opportunities into sales across all business units.
- Provide regular updates on our performance and progress updates on customers' issues and concerns.
- Obtain feedback on perceived service quality through the net promoter score rating.
- Attend tender briefing sessions.
- Host events as a means of interacting with current and potential customers.
- Engage with business and industry leaders at CXO forum to encourage information sharing.

Scorecard

- Net Promotor score – measured monthly
- Case management turnaround times – measured monthly

3. Suppliers

Engagement Channel

- **Frequency:** Periodically, monthly, ad hoc
- **Vehicles:** Meetings, technology roadshows and conferences, letters, e-mails, product workshops,

Key Engagements

- Developing collaborative and mutually beneficial relationships with existing and potential supply partners to deliver greater levels of innovation and competitive advantage.



- Administer supplier accounts in accordance with procurement procedures, policies, practices and accepted ethical and business standards.
- Negotiate contracts and conditions thereof.
- Contract and compliance management.
- Resolve operational matters.

Scorecard

- Supplier compliance rate – measured quarterly
- Timely payment – measured monthly
- Service Level Agreements – independent review of top 10 suppliers

4. Communities

Engagement Channel

- **Frequency:** As and when required, monthly, quarterly, annually
- **Vehicles:** Meetings, teleconferences, e-mails, site visits

Key Engagements

- Provide small business development opportunities.
- Engage with communities on potential School Development Programs and/or development of community infrastructure.
- Provide information on job opportunities available at 4Sight for youth.

Scorecard

- Increase in community investment – measured monthly

5. Media

Engagement Channel

- **Frequency:** As and when required, monthly, quarterly, annually.
- **Vehicles:** Media updates, media briefings, publications, press releases, interviews

Key Engagements

- Foster and build relationships with the media.
- Updates on financial performance.
- Updates on products and services.
- Sharing CSI initiatives.

Scorecard

- Increase in product-related publicity campaigns – measured monthly
- Increase in shaping public discourse through opinion pieces and leadership articles – articles liked / republished - measured monthly
- Digital Marketing KPI's – Click through rate from website